

## **FIELD SERVICES MANAGER**

### **DISTINGUISHING FEATURES**

The fundamental reason the Field Services Manager position exists is to perform responsible administrative and managerial duties in maintenance management of streets, shoulders, drainage systems, and/or traffic control systems.

This position has supervisory responsibility for at least two sections of the Field Services Division of the Municipal Services Department. This position performs supervisory functions. This position reports directly to the General Manager, Municipal Services.

### **ESSENTIAL FUNCTIONS**

Manages more than one section of a complex program in the Field Services Division, which may include Roadway Sweeping, Shoulder Maintenance, Unimproved Roadway Maintenance, Drainage Structures and Channels, Asphalt Maintenance, Pavement Management, Traffic Signals, Signs and Markings and Street Lighting.

Performs administrative and managerial work, including preparing budgets, designing preventive maintenance programs, controlling and monitoring maintenance costs. Utilizes a G.I.S. and pavement management system to accurately budget and plan for effective pavement maintenance. Prepares, justifies, and administers budgets; and monitors contracts for compliance.

Responsible for coordination, notification and complaint resolution arising from major street resurfacing projects.

Determines and implements long- and short-range objectives.

Responds to special maintenance requests.

Plans the overall work operation. Projects staffing needs. Supervises and directs the work of several maintenance supervisors. Establishes priorities; sets deadlines. Issues oral and written instructions covering the work and activities of staff. Assigns work to employees. Makes adjustments in organizational structure to accommodate abilities and skills of individuals, workloads, and work schedules.

Establishes the standards of quality and quantity of work to be accomplished. Plans, selects, and devises work methods, procedures, and flow to assure the achievement of assigned goals and objectives and the performance of required quality and quantity of work. Evaluates staff based on visual observation.

Interviews and selects employees. Determines employee training needs and recommends assignments to training programs. Responsible for performance reviews, hiring, training, safety procedures and policies, and disciplinary actions.

Communicates and manages organizational changes. Directs individual accomplishments toward organizational objectives. Supports employee involvement in decision-making; assists employees to meet individual goals; promotes positive employee attitudes. Actively encourages teamwork and employee participation in finding ways to improve service to citizens.

Prepares and presents effective oral and written presentations and reports.

Enters and manipulates data into a software database; utilizes the information to forecast and plan effectively.

## **MINIMUM QUALIFICATIONS**

### **Knowledge, Skills and Abilities**

#### **Knowledge of:**

Public works management; M.A.G., M.U.T.C.D and F.H.W.A. standards; pavement management systems, and administrative and management practices and procedures used in budgeting, planning, organizing, staffing, coordinating and supervising.

Must have good working knowledge of the requirements of Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations, relating to CDL license holders in the performance of safety-sensitive functions and the use and/or misuse of alcohol and controlled substances.

#### **Ability to:**

Communicate extensively orally, face-to-face, over the telephone and in group settings with citizens and business owners regarding service requests, as well as co-workers, staff and administrators.

Plan and organize data, coordinate programs, and make decisions.

Produce written documents with clearly organized thoughts using proper grammar.

Observe, review and check the work of staff members to ensure conformance to standards.

Enter data or information into a terminal, PC or other keyboard device.

Operate a variety of standard office equipment, including a personal computer that requires continuous and repetitive eye and arm or hand movement.

Conduct research and analyze results.

Establish and maintain effective working relationships with water and sewer users, other professionals and government jurisdictions, co-workers, and the general public.

Communicate effectively both verbally and in writing.

Support City Council and top management decisions.

### **Education & Experience:**

Any combination of training and experience equivalent to a Bachelor's Degree in Engineering, Construction Management, Business or Public Administration or related field and 5 years of recent experience in public works management as a supervisor/manager in an engineering or maintenance operations environment.

A valid Driver's License with no outstanding citations for 39 months is required for all driving positions.

**FLSA STATUS:**

Exempt

**HR Ordinance Status:** Unclassified